

Hematology/Oncology Clinic: What You Need to Know

Your Provider: _____

Our goal in the Hematology/Oncology Clinic is to serve you more efficiently and to reduce the amount of time you have to spend waiting.

When scheduling your clinic appointments we do our best to make them for the amount of time you need to spend with your provider.

If you know ahead of time that you will not be able to come in for an appointment please, call to reschedule. Clinic hours are 8:00 a.m. - 4:00 p.m., Monday-Friday.

Families: For infection control, safety, and privacy, families may be asked to stay in the waiting room during treatment. If you have a cold, cough, fever, or other signs of infection please do not accompany your family member to treatment.

Appointment Day

On the day of your appointment, plan to stop by Blood Drawing, in the basement, at least two hours before your clinic appointment. If the nurse needs to draw blood from a special line, go to the treatment area (3V-182) in the Hematology/Oncology Clinic instead.

Report to the Hematology/Oncology Clinic (3V-100), on the third floor, about 15 minutes before your appointment time.

When you get to the clinic, check-in with the person at the desk. If you must leave the area after you check-in, tell him/her where you are going and when you will be back.

You will be seen as close to your appointment time as possible. Tell the person at the desk, if you have been waiting longer than 20 minutes after your appointment time.

If you are late for an appointment, we will see you when we can, but you may have to wait. Please call the clinic if you know you are going to be late.

Please bring in all of your oral medications or a list of all the medications you take to review with your provider. Be sure to look at the number of pills you have left so you can ask for a refill if you need one.

Because this is an academic institution, you may be seen by a trainee or a provider who is not your assigned staff doctor. Be assured that your staff doctor oversees all decisions about your care.

Need Information?

Information about your disease may be available in the Patient Education Center on the first floor (across the hall from the Cashier, next door to the Patient Family Center), in the clinic's resource room (next to the waiting area), or by calling the National Cancer Institute at 1-800-4-CANCER (1-800-422-6237).

Important Phone Numbers

Clinic (Monday through Friday from 8:00 a.m. to 4:00 p.m.: (612) 467-4793

This is an automated system. You will hear a recorded message telling you to listen and then choose from four options.

The options are, press

1. = to make an appointment
2. = to talk to the pharmacy about your medications or refills
3. = to talk to a treatment nurse
4. = to leave a message for your provider; a live person will not answer, leave your name and phone number and a provider will call you back

Chemotherapy patients

If you have urgent problems when the clinic is closed, call the medical center operator at (612) 725-2000 and ask for the Hematology/Oncology doctor on call. Tell them you are taking chemotherapy.

Clinical Nurse Specialist

Diane Kammer (612) 467-3563

After Hours for Pump Questions (612) 467-3509

Social Worker

Sue Czeck (612) 467-4167

Dietitian (612) 467-4374

Eligibility (612) 467-1991

Medical Emergencies 911

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